



COUNTY OF LOS ANGELES DEPARTMENT OF HUMAN RESOURCES

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To enrich lives through effective and caring service

MICHAEL J. HENRY
DIRECTOR OF PERSONNEL

April 12, 2004

To: All Department Heads

From: Michael J. Henry
Director of Personnel

Subject: **BLUE CROSS PROVIDER ISSUE**

This is to provide you with information about provider issues impacting some County employees and their families enrolled in the CaliforniaCare HMO, Blue Cross Plus Point-of-Service and Prudent Buyer plans. It is important to note that benefits remain unchanged and there will be no disruption of care. This information is being provided to assist you in responding to employee concerns you may receive.

Blue Cross advised us that Century City Hospital, a Tenet hospital, closed its emergency room as of April 5, 2004, and will be closing its doors on May 1, 2004.

Blue Cross developed a continuity of care plan for employees who have pre-authorization of scheduled services. Employees and their dependents who are pregnant or undergoing a course of treatment should contact a customer service representative at Blue Cross' toll free number listed on their ID card. For reference, the numbers are below:

California Care HMO	800-227-3771
Blue Cross Prudent Buyer	800-288-2539
Blue Cross Plus	800-288-6921

My Employee Benefits Hotline staff is also prepared to assist employees who may have questions.

Please call me or Marian Hall, Human Resources Manager, at (213) 738-2255 if you have any questions, or your staff may call Tatiana Moskova at (213) 738-2236.

MJH:TJH
MH:TM

c: Each Supervisor
Administrative Deputies
Personnel Officers

g: century city hospital closure departments